

Sales Credit Memo Workflow in NAV

Objective:

To enable CSR agents to directly create a Sales Credit Memo in the NAV directly without creating RQ. Cashiers will then review and approve the memo for posting, reducing manual steps and paperwork.

SECTION 1: CSR Actions

Step 1: Login to NAV

- Open your NAV ERP system.
- Enter your username and password.
- Once logged, navigate to the Search bar.

After logging in, you can create a Sales Credit Memo in one of the following two ways:

- **Method A: From the Customer Page (Quick Access – Auto-filled Customer Info)**
- **Method B: From the Sales Credit Memo Page**

Step 2: Navigation

Method A: Create form the Customer Page

- In the search bar, type Customers.
- Click on the Customers result from the dropdown.
- This opens the full customer list.
- Search and select the desired customer, then click the Sales Credit Memo button at the top.
- This action opens a new Sales Credit Memo form.
- The customer information is automatically filled in and displayed
- In the Sales Credit Memo screen, click “Get Posted Document Lines to Reverse” at the top.
- After all required fields are filled out, click the “Send Approval Request” button at the top.
- The system will display a confirmation message once send.

Method B: Navigate to the ‘Sales Credit Memo’ Page

- In the search bar at the top right, type Sales Credit Memo.
- Click on the “Sales Credit Memos” option from the results.
- This opens the list of all Sales Credit Memos (both drafts and posted).

Step 3: Click 'New' to Create a Credit Memo

- On the Sales Credit Memo list screen, click the **“New”** button at the top.
- This opens a blank Sales Credit Memo form.
- You're now ready to fill in the details for the credit.

Step 4: Select the Customer

- In the **Customer field**, type the name or number of the customer requesting the return/credit.
- Select the customer from the drop-down suggestions.
- Once selected, customer information will auto-fill in the header.

Step 5: Get the Original Invoice or Item to Reverse

- Click on **“Get Posted Document Lines to Reverse”** in the ribbon (top menu).
- A popup appears showing a list of **posted sales invoices** related to the selected customer.
- Search and select the invoice that contains the item(s) for which a credit is being issued.
- Select the relevant **line items** from the invoice.
- Click **OK** – the selected items will now appear as lines in your credit memo.

Step 6: Add Notes or Comments (Optional but Recommended)

- Scroll down to the line item section of the credit memo.
- If needed, add a **note line** by choosing **“Type = Comment”**.
- Enter a brief explanation or reason for the credit.

Step 7: Submit the Credit Memo for Approval

- Once everything is filled out, click the **“Send Approval Request”** button at the top.
- The system will show a confirmation message stating that the **approval request has been sent successfully**.
- At this stage, the **credit memo status changes to “Pending Approval”**.
- An **email notification** is sent automatically to the assigned cashier(s) (e.g., Linda), informing them that a new credit memo requires their approval.
- Cashiers can either use the email link or check their Sales Credit Memo list filtered by 'Pending Approval'.

Note: The email sent to the cashier includes not only the new Sales Credit Memo that requires approval, but also a list of previous credit memos that are still in 'Pending Approval' status and assigned to the same cashier. This helps the cashier keep track of all open credit memos that still require their action, ensuring that no pending approvals are missed.

Optional: Cancel the Approval Request (if needed)

- If the CSR later realizes there is a mistake in the credit memo **before the cashier approves it**, they can click the **“Cancel Approval Request”** button at the top.
- When this action is taken:
 - The **credit memo status changes back to “Open.”**
 - An **email notification is sent to the cashier**, informing them that the approval request has been cancelled by the CSR.
 - “The email is simply a notification so the cashier is aware the request was withdrawn. No further action is needed from the cashier.”
- The CSR can now make the required changes and resubmit for approval if needed.

Important Note:

If you try to post the credit memo as a CSR, NAV will show an error message like:

“This credit memo must be approved and released before you can perform this action.”

SECTION 2: Cashier Actions (Approver Role)

Step 8: Check for Approval Request

- Once the CSR submits the approval request, the assigned cashier(s) (e.g., *Linda*) will receive an **email notification**.
- The email will contain:
 - Who created the credit memo
 - A link to directly open the credit memo in NAV

Alternative Option:

If the cashier doesn’t check email, they can also open NAV and:

- Go to the **Sales Credit Memo list view**
- Filter by **“Status = Pending Approval”** to find all pending requests

Step 9: Open and Review the Credit Memo

- Click the link in the email or open the memo from the Sales Credit Memo page.
- Review all the details:
 - Customer name
 - Selected invoice lines
 - Quantity, amount, and item numbers
 - Comments or explanation for the credit

Step 10: Approve and Post the Credit Memo

Once the cashier has opened and reviewed the submitted credit memo:

Option 1: Approve the Credit Memo

- At the top of the screen, you will see two buttons:
Approve
Reject
- “Click '**Approve**' if all details are correct and you're satisfied with the credit memo.”
Upon approval:
 - The **status of the credit memo changes to “Released.”**
 - An **automated email is triggered to the CSR**, notifying them that the credit memo has been approved.
- After approval, if you are the **authorized cashier**, you can proceed to click “**Post Credit Memo**” to finalize the process.

Option 2: Reject the Credit Memo

- Click Reject if cashier feel that Sales credit memo need to be “**Rejected**”.
- Upon rejection:
 - The **status of the credit memo changes back to “Open.”**
 - An **email notification is sent to the CSR**, informing them that the credit memo was rejected and needs correction.
- The CSR can then edit and resubmit the credit memo for approval.

Note: Only users with **Cashier roles** are authorized to approve/reject and post credit memos in NAV